

Narayan Chuwan

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EDUCATION

Aurora University

Bachelor of Science in Computer Science

- GPA: 3.71

Aurora, IL

May 2024

WORK EXPERIENCE

Information Technology Center at Aurora University

Information Technology Help Desk

Aurora, IL

March 2022 – Nov 2023

- Resolved over 50 technical support tickets weekly by troubleshooting hardware and software issues for students and faculty, improving overall IT support efficiency.
- Provided comprehensive IT support to over 1,600 university students, staff, and faculty, resolving technology issues through Zendesk ticketing system.
- Utilized Slack for efficient coworker collaboration, ensuring timely problem-solving and significantly enhancing user satisfaction while minimizing downtime.
- Configured operating systems, applications, and network setups on university computers and lab equipment, ensuring optimal performance and reliability.

TECHNICAL PROJECTS

Report – A – Problem

- Designed and built mobile application in collaboration with three classmates for AU students using **React Native** and **Nodejs** for convenient problem reporting on campus
- Implemented real-time messaging between users with **WebSocket** and **Firebase** to ensure instant communication between students
- Independently built web-based ticketing system to manage reports using **React**, **PostgreSQL**, **SQL** and **ExpressJS**

Summer Shop

- Developed and deployed the web application, facilitating students in trading, exchanging, or donating goods within the campus community using **Java**, **AWS**, **React**, and **MySQL**
- Followed secure web practices by hashing passwords and implementing JSON web token for continuous page navigation using **Nodejs**

PTO Tracker

- Collaborated with three classmates to create a PTO tracker web application using **Agile** methodology.
- The system, backed by a **MySQL** database, ensures only authorized employees can request time off.

TECHNICAL SKILLS

- **Databases:** PostgreSQL, MySQL
- **Programming:** JavaScript, SQL, Java, C#, Python, HTML, CSS
- **Frameworks:** React, React Native, Spring, Laravel, .Net
- **Other tools:** Git, GitHub